DOCUMENT RESUME

ED 277 967 CG 019 649

AUTHOR Baruch, Rhoda; And Others
TITLE Episodes of Anger on the Daytime Dramas: A Content Analysis.
INSTITUTION Institute for Mental Health Initiatives, Washington, DC.
PUB DATE 23 Aug 86
NOTE 60p.; Paper presented at the Annual Meeting of the World Association for Infant Psychiatry and Allied Disciplines (3rd, Stockholm, Sweden, August 3-7, 1986). Some tables contain small print. For related document, see CG 019 650.
PUB TYPE Reports - Research/Technical (143) -- Speeches/Conference Papers (150)

EDRS PRICE MF01/PC03 Plus Postage.
DESCRIPTORS *Affective Behavior; *Anger; *Characterization; *Emotional Response; Popular Culture; *Programing (Broadcast); *Role Models; Television; Television Research; Television Viewing
IDENTIFIERS *Soap Operas

ABSTRACT

Anger is a public health issue because it can lead to medical, psychological and social problems. However, anger can be beneficial when specific anger management skills are used. This study examined the portrayal of anger on daytime dramas (soap operas). Thirteen commercial television programs, airing in March and April 1986, were selected for content analysis. All three networks were represented. A total of 378 anger events from 65 broadcast hours were analyzed. A content analysis scoring instrument was used which contained 47 items describing characteristics of the angry person, the target of anger, skills, and outcomes. Trained raters used the content analysis form to identify specific management skills used by the characters. Interrater reliability exceeded 90 percent. Soap operas provided frequent demonstrations of anger being expressed without resorting to much physical or verbal abuse. Likeable characters portrayed anger and related to others expressing anger with some skills. Male and female characters were portrayed as being equally skillful. Characters sometimes modeled important anger management skills such as respect and empathy for the angered person and an openness to the angry person's point of view. Opportunities exist for more variety in handling anger in soap operas; reframing and humor were underutilized. Mental health of the public would be improved by supplying villains and weaker characters who depict poor anger management and stronger heros and heroines with positive anger management. References and 15 data tables are appended. (ABL)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

Dedicated to Promoting
Mental Health

ED277967

EPISODES OF ANGER ON THE DAYTIME DRAMAS:

A CONTENT ANALYSIS

Rhoda Baruch, Ed.D.

Suzanne Stutman, M.A., M.S.W.

Katherine Cleary, M.A.

August 23, 1986

INSTITUTE FOR MENTAL HEALTH INITIATIVES
4545 42ND STREET, N.W.
SUITE 312
WASHINGTON, D.C. 20016

CG019649

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☑ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Suzanne Stutman

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

BEST COPY AVAILABLE

EPISODES OF ANGER ON DAYTIME DRAMAS
A CONTENT ANALYSIS

Introduction

When mothers of high risk infants were identified by NIMH researchers (Greenspan, Wieder, Nover, Lieberman, Lurie and Robinson, 1986), meetings with groups of these mothers were organized; the focus of the meetings was the prevention of emotional disorders. Attendance at these meetings was sometimes poor. When a social worker was dispatched to the homes of these young mothers who were predominately poor, minority members, teenagers and unmarried, the young woman would typically answer the door by saying, "I can't talk now. I am watching my program." Disappointing as it was to have the daytime dramas (soaps operas) interfere with the prevention program, it also stimulated questions about how to reach these mothers. What captures the attention and emotional investment of these viewers? What are they observing about human relations and interactions? Are there possibilities for enriching such programs so that viewers can gain social competency skills that would promote their mental health?

The broad reach of these daytime dramas makes them attractive for outreach for mental health initiatives. It is estimated that between 2.5 and 8 million viewers[1] watch each of the daytime dramas daily. Approximately 70% of the viewers are female and 14% of those are between the ages of 12 and 24 years. In an effort to begin to answer the above questions, a content analysis of the soap operas was performed to find out what is being portrayed in the daytime dramas and what opportunities may exist to include more positive role models for these audiences.

Initially there were two main foci of our attention: One involves the interaction between infants and their parents or caregivers and the other pertains to how anger is depicted in the daytime dramas.

This presentation addresses the topic of anger. The Surgeon General has declared interpersonal violence a public health problem. Violence is often linked to feelings of anger in the public's mind, and anger, when exacerbated, can lead to violence. Anger is a public health issue for additional reasons: chronic hostility has been implicated in cardiovascular disease (Barefoot, Dahlstrom, and Williams, 1983; Manuck, Morrison,

Bellack, and Polefrone, 1984); mismanaged anger can lead to a deadening of other emotions, decreased productivity and creativity, and destroyed relationships (Bernardez, 1984); anger has been identified as a factor in many instances of psychopathology and substance abuse (Pierce, 1984). Suicide, a special case of violence, has reached epidemic proportions among adolescents and is often the extreme expression of unresolved anger (Pierce, 1984).

On the other hand, anger can be beneficial under appropriate circumstances (Averill, 1982). It contains potential energy to effect change (Sparks, 1984) and improve relationships (Tavris, 1984; Miller, 1983). Research has shown that whether the experience of anger is constructive or not depends on the use of specific anger management skills (Beck,1984; Novaco, 1984; Miller, 1983; Zillman, 1983). (See Table 2). Cognizant of the skills and seeking possibilities for mental health initiatives, we identified several questions for the analysis of the daytime dramas: How is anger portrayed on the soap operas? Can viewers learn effective anger expression from their favorite television characters? Do women as well as men have the right to express anger safely and effectively? Do

minority characters express anger constructively on daytime television drama? Do some programs depict skillful anger management better than others? How does the inclusion of such skills affect the popularity of the programs?

THE SAMPLE

Thirteen programs were selected for content analysis of anger events. The programs that were taped appeared on commercial television during March and April of 1986. Five hours of each of the thirteen daytime dramas were taped; thus for the three one-half hour programs, ten episodes were taped and for the ten one hour programs, five episodes were taped, yielding a total of 65 hours of broadcast dramas that were analyzed.

All of the thirteen daytime dramas appearing on the air in that period were used in the sample. Five programs appear on ABC, four on NBC, and four on CBS. Since all of the daytime dramas were analyzed, the three networks were fully represented.

A total of 378 anger events from the thirteen

daytime dramas were analyzed. Table 1 contains a list of the daytime dramas, ranked in order of the Nielsen ratings, showing the estimated number of viewers reached for the period October, 1985 through April, 1986.

METHOD

The content analysis scoring instrument[2] contained forty-seven items describing characteristics of the angry person, the target of anger, skills and outcomes. Trained raters used the content analysis form to identify specific anger management skills used by the characters. The skills were derived from the list in the IMHI Final Report (1984) to the National Institute of Mental Health (NIMH) from the 1984 Consultation on Anger that brought together the nation's experts in that field.

In addition to personal characteristics of the angry person and the target of anger, raters were asked whether the angry person was a hero or a villain and whether the target was a member of the family or household.

The use of anger management skills was assessed through questions listed in Table 2. Anger management skill scores (AMSS) for each of the daytime dramas were computed for three categories: the angry person, the target of anger and other people involved in the interaction. AMSS for each of the thirteen shows were computed by summing the number of positive responses to the items in each of the three categories, dividing by the number of anger events in that program and multiplying by 100. Each program received an overall AMSS by combining the three rankings as shown in Table 3.

Five hours of each program were taped and analyzed by the research assistant and trained volunteers.[3] Interjudge reliability was greater than 90%. Each anger event represented a unit of analysis. Findings were based on 378 anger events.

RESULTS

CHARACTERISTICS OF THE ANGRY PERSON

Sex, Age and Race.

There are many opportunities to see women expressing anger in daytime drama. Roughly 175 instances occurred in a two week period of viewing. Overall, women and men were almost equally likely to be the angry

person (53% to 47%). (See Table 4 for program differences.) When we compare the frequency of female characters expressing anger on primetime television with the daytime dramas we find a sharp constrast. Men outnumber women 3 to 1 in expressing anger on primetime television programming (Baruch and Stutman, 1985).

Rarely is a child or an elderly character on a soap shown expressing anger, but there were such instances (see Table 4). A child was the angry person six times, and there were two notable instances where a character who was the child showed anger in General Hospital. (Table 4) Unfortunately, these expressions of anger were maladaptive.

Even less frequently did black, Hispanic or other characters exhibit anger in these programs. Whites make up 97% of the characters exhibiting anger. Of this 3%, who are minorities, half of the angry characters are black and half are Hispanic. Santa Barbara (NBC) portrayed the largest number of non-white characters who were either angry or the targets of anger. (Table 4)

Hero/Villain.

Soap opera viewers seem to enjoy seeing likeable characters display their anger. Their heros or heroines become angry about 260 times in the course of two weeks. Thus, there are ample opportunities for heros and heroines to demonstrate to viewers positive examples of the expression of anger.

In the daytime dramas, when the angry person is seen as a hero, he/she is also seen as likeable. This is true in the top 6 rated soaps in the Nielsen ratings. General Hospital (76% and 76%), the Young and the Restless (100% and 100%), All My Children (77% and 77%), One Life to Live (58% and 61%), Days of Our Lives (69% and 69%), and The Guiding Light (71% and 66%). (Table 4) (The programs are listed above in order of their Nielsen rankings).

In Loving, there was 89% agreement between the angry person appearing villainous and unlikeable. In none of the anger situations were the anger management skills of humor or self-instruction used by the villainous and unlikeable angry person. In addition, 76% of the angry exchanges in which the angry person was deemed villainous and unlikeable resulted in situations

that deteriorated.

REACTIONS OF THE ANGRY PERSON

Anger as a Defense

Anger was depicted as a cover-up for other more painful emotions about 50% of the time. This occurred most frequently on Ryan's Hope (74%), followed by Loving at 60% An example of this relatively sophisticated approach to anger comes from Ryan's Hope when son Dakota showed anger at his father saying:

> "You want me out of your life. That's fine with me!" Father replies, "What I want is to be your father." Dakota, "Well I'm not really in the market for a father." Father," Well you got one whether you want one or not and I want you to be my son." Dakota, "As long as it is on your terms." Father, "That's they way it is between father's and sons." Dakota, "Well, it's not that way with me. I have always had my own rules." Father, "That sounds like tough talk from a lonely soul. Look you've had a bum life and I am sorry that I was not there when you were growing up. If I could take back all those years I would. But I can't, can I?"

As the father's words in the script indicate, anger can be a mask for feelings of loneliness and abandonment, especially in men. Daytime drama script writers more frequently portrayed anger as a defense against other more painful emotions than primetime

television writers where, in 36% of the angry exchanges, anger was portrayed as a defense against more painful emotions (Baruch and Stutman, 1985).

Characteristics of the Target

Sex, Age and Race

Men were as frequently targets of anger as were women. Children and the elderly were only rarely the targets of anger. As is the case with the angry person, the target of anger on the 13 daytime dramas was usually white. On Santa Barbara, the target was Hispanic 33% of the time. Other than the shows where the target of anger was always white, the target was black or another race only 2-4% of the time. (See Table 7)

Likeable/Unlikeable

The target of anger was found to be generally likeable according to the raters of the daytime dramas. On the CBS shows, the target was likeable most often (66%). ABC followed at 60% and NBC at 55%. (Table 7)

Family/Household Member

Television characters got angry at family members as often as 40% of the time, and some programs showed characters getting angry within the family with much greater frequency.

Reactions of the Target

The target got angry in half of the anger episodes overall but there were considerable variations ranging from Capitol where the target became angry 76% of the time to the Young and the Restless where the target got angry only 14% of the time. (Table 8)

What is important is how open the target is to the angry person's point of view. Targets were generally not open to the angry person's point of view. Targets were most frequently open to the angry person's point of view on Loving (47%), followed by One Life to Live (43%), both on ABC. It occurred in only 15% and 14% of the anger episodes on Santa Barbara and the Young and the Restless, respectively. (Table 8)

ANGER MANAGEMENT SKILL SCORE (AMSS)

Anger Management: Angry Person

Individual skills for the angry person as depicted in the 13 daytime programs are listed in Table 2. The researchers combined the number of positive responses to the content analysis items evaluating anger management skills depicted by the angry person on each program, then divided by the number of anger events on each show and multiplied by 100. The result is the Anger Management Skill Score for the angry person (AMSSap). Table 3 shows the programs ranked from highest to lowest AMSSap. Ryan's Hope was highest, and As the World Turns and One Life to Live tied for second place in terms of depicting skillful anger management for the angry person. Capitol scored lowest and Another World just preceded Capitol as the worst depiction of anger management skills for the angry person. (Table 3)

Anger Management: Target

Another score combining the anger management skills used by the target (AMSSt) was computed in the same manner as the AMSSap; researchers combined the number of positive responses to the content analysis items pertaining to anger management skills depicted by the target on each program, then divided by the number of

anger events on each show and multiplied by 100. The result is what is termed the Anger Management Skill Score for the target (AMSSt). (See Table 3). The highest ranked program was Loving but the three programs mentioned earilier (One Life to Live, Ryan's Hope and As the World Turns) came in next. There is a high correspondence between AMSSap and AMSSt in that programs that depict good anger management skills for the angry person also depict good anger management skills for the target. There are few exceptions to this observation. Loving, for example, showed moderate rank for AMSSap yet for the AMSSt was ranked very high.

Anger Management: Other

A third measure assessed the anger management skills used by other (AMSSo) members of the program. (See Table 3) The scores are usually consistent with the AMSSap and AMSSt with the exception of Ryan's Hope which scored high in AMSSap but which did poorly on the AMSSo.

Anger Management: Overall

The AMSSap, AMSSt, and AMSSo were summed to arrive at the total AMSS for each program. These programs are ranked from highest AMSS to lowest in Table 3. In the highest Anger Management Skill Score (AMSS) category are programs One Life to Live, As the World Turns and Ryan's Hope. ABC is responsible for two of these programs. As the World Turns, CBS, is in second place. The Young and The Restless, General Hospital, Santa Barbara, Capitol and Days of Our Lives had the lowest AMSS scores. Three of these programs are from NBC, one from ABC and one from CBS. Thus, the programs portraying anger management skills least often are on the NBC network. Moderately successful in portraying anger management skills overall are Loving, Search for Tomorrow, Guiding Light, All My Children and Another World (See Table 3).

There is no correspondence between ranking anger management skills overall and the ranking by Neilsen ratings. (See Tables 1 and 3) Among the low ranked anger management shows is General Hospital, which was ranked number 1 in Neilsen for the period October, 1985 - April, 1986 and number 10 for AMSS. Santa Barbara also ranked low on anger management skills score (#11) but ranked low on the Neilson (#11). Programs that score

high on the anger management skill scores include the very popular One Life to Live (#4 in the Neilsen ratings) and, at the other extreme, Ryan's Hope.

Anger Management: Males vs. Females

When the three anger management skill scores (ie. AMSSap, AMSSt, and AMSSo) were computed separately for men and women characters appearing in the 13 daytime dramas, no significant differences between the sexes were found. On One Life to Live, As the World Turns (the two highest rated shows in overall use of anger management skills), All My Children, Another World, and Santa Barbara, women were depicted as somewhat more skillful than men in their management of anger. In Loving, Search for Tomorrow, and General Hospital, women were rated as either equal to or better than men in their use of anger management skills. Only in Capitol and Days of Our Lives (the two lowest rated shows in overall use of anger management skills) did men receive higher ratings on their use of anger management skills.

Anger Management: One Life to Live

In examining One Life to Live, a show that has both a high Neilsen rating and a high AMSS score, 31 anger events were analyzed.

While One Life to Live portrayed many important skills, there are other skills that were not noted. We did not see parents teaching children words to express feelings of anger, nor did parents teach children empathy. Humor was rarely used by the angry person (3%) or by the target (3%) (see Table 10). In one instance instruction was given to the angry person.

When measuring the quality of the anger episodes overall, only 20% of the anger episodes were rated good, 53% were rated as fair and 27% were rated poor. (Table 13) Thus, even though One Life to Live was the highest rated overall in the AMSS scales, it still rated fair to poor in terms of portrayals of anger management skills. (Table 13)

SKILLS AND OUTCOMES

Problem Solving

Problem solving is associated with a good outcome on television. While the situation deteriorates after the expression of anger in 37% of the episodes analyzed, such is less likely to happen when characters have engaged in problem solving. When characters engage in problem solving after an expression of anger, the situation deteriorates in only 4% of these episodes.

Self-Instruction

One skill which is shown infrequently across the board is self-instruction. Only in One Life to Live did this skill appear (3%).

As an example of this skill, in one scene from One Life to Live the target of anger (Clint) instructs his father (Asa, the angry person) in the use of self-instruction as a tool to manage his anger. Asa Buchanon is very angry about Tina Lord's takeover of Clint's home and estate, Landfair. Asa tells Clint that he is going over to Landfair to throw Tina out, since she is nothing better than a "poacher" in his mind. Clint, though he gets angry in response, manages to calm Asa, giving him reasons and strategies why he should not

engage in such provocative action. Near the end of the scene, Clint shares his reaction, saying "I've got to count to ten everytime I just hear her name." This communicates to Asa the extent of his son's feelings about Tina, in addition to the more important lesson in self-instruction to reduce an angry response.

Parents Teach Children How to Express Anger in Words

There were only two incidents of parents teaching their children words to describe anger in the total 378 anger episodes. Loving showed parents teaching children how to articulate their angry feelings in 3% of the anger episodes. Search for Tomorrow also illustrated this skill in 2% of their anger episodes. (Table 11)

SUMMARY AND DISCUSSION

There are many opportunities to see people expressing anger in daytime drama. Women got angry as often as men. Roughly 175 instances of women expressing anger occured in a two week viewing period. They are shown using somewhat better anger management skills than the men in 5 out of the 13 programs. Two of the programs have the highest rated overall anger management skills scores. Although there are times women are seen

as malevolent, chronically angry and powerless to change outcomes, overall women are serving as good role models for the constructive expression of anger. Scriptwriters can build on this by continuing to show more varied expressions of anger for their women characters providing excellent role models for the viewers.

Rarely is a child or an elderly character on a soap shown expressing anger, but there were such instances in nearly 5% of the anger episodes. Unfortunately many of these expressions of anger were maladaptive. Even less frequently do we see black or Hispanic characters exhibiting anger in these programs. Whites make up 97% of the characters exhibiting anger while blacks and Hispanics make up a mere 3% of the angry characters.

Angry characters in the daytime dramas very rarely resorted to verbal abuse to express their anger. Across the three networks, angry characters were verbally abusive only 17% of the time. (See Table 5) In extremely sharp contrast, primetime television characters resorted to verbal abuse 45% of the time when they were angered (Baruch and Stutman, 1985). There is not much physical abuse in the expression of anger in the daytime dramas, only occurring 8% of the time.

(Table 5) More often than not, in the low AMSS programs, there was more verbal abuse, sexist/racist overtones, and the situations deteriorated more frequently. In primetime televsion once again we find more violent reactions of the angry person, with physical abuse accompanying anger in nearly 20% of the anger episodes (Baruch and Stutman, 1985). Neither the amount of verbal abuse nor physical abuse is related to the popularity of the daytime programs as measured by the Neilsen ratings for the soap operas.

Targets of anger were usually white, with the target being black or another race only 2-6% of the time. The target was found to be generally likeable. Television characters get angry at family members as often as 40% of the time with some shows having a much greater frequency. (Table 7) Such storylines provide a real opportunity to portray good anger management skills within the family. Teenagers are in fact seeking such role models for ways to resolve such conflict in the family.

Even though there was 100% listening during many of the angry interchanges, for example in the Young and the Restless, the situation deteriorated 43% of the time.

In this daytime drama, humor was not used, information was not given, and there was no feeling of guilt after an angry exchange. The Young and the Restless had a low AMSS score. Thus even though the characters may seem to listen, when they do not use any of the anger management skills, the episodes are not necessarily good models of anger exchanges.

Although contemporary soap operas still abound with cases of amnesia, extramarital affairs and triangles, malevolent scheming, and futile, chronic hostility, runaway children and disappearing parents, some insights into anger and its management are portrayed. Anger is understood to be a defense against other painful emotions, a sophisticated concept to be portrayed on television. There is also a good deal of listening to the angry person, maintaining good eye contact, and distraction of the angry person; the target shows empathy and respect for the angry person, and the angry person often communicates the feeling of anger with respect and sometimes it is even integrated with love. More use of humor by angry person and target is needed.

Although no one program was found which depicted and managed anger far better than any of the other soap

operas, it was found that on the average, One Life to Live, As the World Turns and Ryan's Hope portrayed characters using better anger management skills. Certain programs portrayed specific skills fairly consistently. For example, One Life to Live portrayed problem solving throughout most of the shows in the sample. Table 15 is a breakdown of the 13 daytime dramas in terms of what anger management skills each of the high and moderate AMSS programs portrayed and what problem areas the low scoring AMSS programs are encountering.

Overall, the soap operas ranked in the high AMSS category depicted the anger episode as improving more often. They generally evidenced more of the anger management skills than the other ten programs. The researchers found that some of the daytime dramas incorporated certain anger management skills more than others.

The soap operas provide the teenagers and other viewers with much of the drama of human emotions. The many instances of anger expression include some constructive techniques that lead to the situation improving and, with very poor anger management, the

viewer can see the situation deteriorate. What script writers could add without diminishing the entertainment value or the ratings, are more instances where constructive anger management skills are portrayed which lead to greater closeness between characters. Such skills as, humor, self-instruction i.e, self-talk, parents instructing children about recognizing their feelings of anger and articulating these feelings can enrich the programs so that viewers can gain social competency skills towards promoting their mental health.

CONCLUSION

What are the strengths of the soaps?

They provide frequent demonstrations of anger being expressed without resorting to much physical or verbal abuse.

Likeable characters, as often heroines and heroes, portray anger and relate to others who are expressing anger with some skills.

Male and female characters are portrayed as equally skillful managing anger.

An understanding that anger can be a mask for other painful emotions, such as fear, loneliness, a sense of abandonment, is communicated by television characters.

Soap opera characters usually listen to others expressing their anger, sometimes even showing some respect and empathy in the angered person, thereby modeling important skills.

Characters who are targets model an openness to the angry person's point of view in about a third of the instances.

Neither terrible consequences nor devastating guilt systematically follow the expression of anger, fears that inhibit such expression in many viewers with problems related to the expression of anger.

Implications for Creators of the Soap Operas

Good anger management skills can be portrayed without interfering with either the story line or the Nielsen ratings.

Opportunities exist for more variety in handling

anger. Reframing and humor are very underutilized skills with great entertainment value, as demonstrated by Cosby and Family Ties. Self-talk and listening to your body talk, paraphrasing what the angry person is saying and other explicit ways of expressing empathy are also neglected, although some examples of each used with dramatic impact can be found in the daytime dramas.

Children on programs can be taught by parents or other characters to recognize, accept and express their own angry feelings without explosive or violent aftermath.

Parents can be shown talking to children about their feelings of anger, thereby anticipating the beginning of development of empathy in the children.

All characters, but particularly blacks and elderly, need to be shown occasionally expressing anger in controlled, effective and safe ways, demonstrating that anger can be a tool for changes and can lead to greater intimacy and closeness between characters.

Writers for such programs as One Life to Live, Ryan's Hope, and As the World Turns have more to teach

other writers about portraying Anger Management Skills. Creators of General Hospital, The Young and the Restless, Santa Barbara, Capitol and Days of Our Lives have something to learn so that their characters can be more varied in their reactions. Specific skills underutilized in each program can be identified by looking at tables 9, 10 and 11.

The authors suggest that where poor anger management is depicted (resorting to violence, running away, and futile, chronic, scheming hostility), it be practiced more by the villalns and the weaker characters (Swift, 1984). Whereas the stronger heroines and heroes can make their grievance know when they are angry, respecting the target, showing empathy for the target and more often effecting change. It is our contention that the mental health of the public will be improved by supplying viewers with such models. Viewers can learn from watching the television characters and imitate behaviors which lead to a sense of competence and personal power.

Implications for the Psychologist

Psychologists, educators, therapists, and parents have the opportunity to speak with viewers of daytime dramas about how human emotions, particularly anger, are handled by popular television characters. Discussion should go beyond describing personality traits of the soap opera heroes and heroines to identifying skills these heroes demonstrate in managing their own anger and that of characters with whom they interact. Heightened public awareness will increase the viewers' repertoire of behavior and enhance their mental health.

Continued familiarization, content analysis, assessment of change in programs, and related research can be activities undertaken by psychologists and their students toward the goals of an improved understanding of the psychological issues as well as portrayal of more diversified, improved human relationships.

In the role of consultants, dialogue with creators and scriptwriters of the daytime dramas can afford the psychologist the opportunity to enrich and diversify the behavior depicted on popular programs thereby increasing the psychologist's reach in promoting mental health. Anger management skills, portrayed frequently and with

occasional moments of excellence, can become the point of departure for the continued dialogue and the beginning of a potentially important public health inititiative.

Averill, Jr. (1984, September). Regulating interpersonal interpersonal relationships using anger. Final Report, Anger and Its Portrayals in the Media: Implications for Promotion of Mental Health. Anger consultation sponsored by the Institute for Mental Health Initiatives and the National Institute of Mental Health conducted at the Aspen Institute at Wye Plantation Queenstown, Md.

Barefoot, J.C., Dahlstrom, W.G. & Williams, R.B., Jr. (1983). Hostility, CHD Incidence, and Total Mortality: A 25-Year Follow-Up Study of 255 Physicians. Psychosomatic Medicine, 45 (1), 59-63.

Baruch, R. & Stutman, S. (1986, January). Episodes of Anger on Prime Time Television: A Content Analysis. (Available from the Institute for Mental Health Initiatives, 4545 42nd Street, N.W., Washington, D.C. 20016).

Beck, A.T. (1984, September). Clinical Significance of Hostility. Final Report, Anger and Its Portrayals in the Media: Implications for Promotion of Mental Health. Anger consultation sponsored by the Institute for Mental Health Initiatives and the National Institute of Mental Health conducted at the Aspen Institute at Wye Plantation, Queenstown, MD.

Bernardez, T. (1978). Women and Anger: Conflicts with Aggression in Contemporary Women. Journal of the American Medical Women's Association. 33(5), 215-219.

Greenspan, S. Wieder S., Nover, R., Lieberman, A., Lurie, R., & Robinson, M. (1986). Infants in High Risk Families: Case Studies in Preventive Intervention. Clinical Infant Reports, 3.

Manuck, S.B., Morrison, R.L., Bellack, A.S. & Polefrone, J.M. (1984). Behavioral Factors in Hypertension: Cardiovascular Responsivity, Anger, and Social Competence. Anger, Hostility and Behavioral Medicine.

Miller, J.B. (1983) The Construction of Anger in Men and Women. In Work in Progres, Wellesley College, MA.

Novaco, R.W. (1984, September). Regulating interpersonal relationships: intervention strategies. Final Report, Anger and Its Portrayals in the Media: Implications for the Promotion of Mental Health. Anger consultation sponsored by the Institute for Mental Health Initiatives and the National Institute of Mental Health conducted at the Wye Plantation, Queenstown, MD.

Pierce, C.M. (1984, September). Comments on anger portrayals. Final Report, Anger and its Portrayals in the Media: Implications for Promotion of Mental Health. Anger

consultation sponsored by the Institute for Mental Health Initiatives and the National Institute of Mental Health conducted at the Wye Plantation, Queenstown, MD.

Sparks, C. (1984, September). A different approach to anger. Final Report, Anger and its Portrayals in the Media: Implications for Promotion of Mental Health. Anger consultation sponsored by the Institute for Mental Health Initiatives and the National Institute of Mental Health conducted at the Wye Plantation, Queenstown, MD.

Swift, C. (1984, September). Formulating messages for the media: a prevention perspective. Final Report, Anger and its Portrayals in the Media: Implications for Promotion of Mental Health. Anger consultation sponsored by the Institute for Mental Health Initiatives and the National Institute of Mental Health conducted at the Wye Plantation, Queenstown, MD.

Tavris, C. (1984, September). Formulating messages for the media. Final Report, Anger and its Portrayals in the Media: Implications for Promotion of Mental Health. Anger consultation sponsored by the Institute for Mental Health Initiatives and the National Institute of Mental Health conducted at the Wye Plantation, Queenstown, MD.

Zillman, D. (1983). Arousal and agression. In R.G. Green & E.I. Donnerstein (Eds.), Aggression: Theoretical and

FOOTNOTES

[1]Information by telephone from Neilsen Rating Office, July, 1986

[2]Available on request from the Institute for Mental Health Initiatives (IMHI) Washington, D.C.

[3]IMHI would like to express its deep appreciation to the volunteers who dedicated their personal time and energy to this project: Mr. Sam Walls, Mrs. Mary Lou Arcadipane, Mrs. Adelle Rosenzweig, Mrs. Muriel Brotsky, Ms. Helen Randolph, and Mr. Michael Fragale.

TABLE 1 PROGRAMS FROM WHICH EPISODES OF ANGER WERE VIEWED AND ANALYZED

Title of Program	Network	Production Company	Nielsen Rank	Ratings	Viewers Reached
General Hospital	ABC	ABC Productions	1	9.3	7,988,700
Young & Restless	CBS	Columbia Pictures T.V.	2	8.3	7,129,700
All My Children	ABC	ABC Productions	3	8.1	6,957,900
One Life to Live	ABC	ABC Productions	4	7.9	6,786,100
Days of Our Lives	NBC	Columbia Pictures T.V.	5	7.2	6,184,800
Guiding Light	CBS	CBS Productions	6	6.7	5,755,300
As the World Turns	CBS	CBS Productions	7	6.6	5,669,400
Capitol	CBS	John Conboy	8	5.1	4,380,900
Another World	NBC	Benton and Bowles, Inc.	9	5.1	4,380,900
Loving	ABC	ABC Productions	10	4.2	3,607,800
Santa Barbara	NBC	Dobson Productions	11	4.2	3,607,800
Ryan's Hope	ABC	ABC Productions	12	3.2	2,748,800
Search for Tomorrow	NBC	Benton and Bowles, Inc.	13	2.9	2,491,100

Table 2

ITEMS FOR ASSESSING ANGER MANAGEMENT SKILLS

Anger Management Skills for the Angry Person	Anger Management Skills for the Target	Anger Management SKills for Other Persons or Target
Did the angry person coherently give an accurate explanation of what angered him?	Was the target open to the other person's point of view?	Did anyone listen to the angry person?
Was the angry person able to find humor in the situation?	Did the target use humor to try to calm the angry person?	Did anyone pay attention by (a) making eye contact (b) nodding head (c) touching (d) paraphrasing what the angry person was saying
Did the angry person show respect for the target?	Did the target show respect for the angry person?	Was the angry person provided some information about the circumstances before his anger escalated?
Were feelings of anger integrated with feelings of love?	Did the target show empathy for the angry person?	Did someone provide a distraction or pleasing message to reduce an angry response?
Was the anger directed to an object, idea or behavior rather than to a person?		Are parents shown teaching their children words to describe feelings of anger?
Did the angry person instruct himself (e.g. counting to ten or using a catchy phrase such as "stay cool") in order to manage anger?		Do the parents teach their children about empathy by sharing their feelings with them?
Did the angry person separate past from present feelings?		
Did the angry person notice or mention any body reactions to anger (e.g. heart palpitations, increased sweat, blurred vision)?		

Table 3

CONTENT ANALYSIS OF DAYTIME TELEVISION DRAMA

COMPOSITE ANGER MANAGEMENT SKILL SCORE AND OUTCOMES

OVERALL AMSS	SOAP OPERA		NUMBER OF ANGER EVENTS	RANK BY AMSS FOR ANGRY PERSON	RANK BY AMSS FOR TARGET	RANK BY AMSS FOR OTHER	% SITUATION IMPROVED	% SITUATION DETERIORATED
HIGH AMSS								
1	One Life to Live	ABC	31	3.5	2	1	58	23
2	As the World Turns	CBS	46	3.5	3	3	43	30
3	Ryan's Hope	ABC	23	1	4	6	13	39
MODERATE AMSS								
4	Loving	ABC	40	5.25	1	5	21	49
5	Search for Tomorrow	NBC	41	5.25	5	2	22	10
6	Guiding Light	CBS	41	5.25	6	7	28	33
7	All My Children	ABC	44	2	9	8	33	38
8	Another World	NBC	3	9	8	4	67	0
LOW AMSS								
9.5	General Hospital	ABC	33	7.67	7	12	27	52
9.5	Young & the Restless	CBS	7	5.25	13	9	14	43
11	Santa Barbara	NBC	15	7.67	12	10	7	53
12	Capitol	CBS	18	10	10	11	28	41
13	Days of Our Lives	NBC	36	7.67	11	13	32	44

AMSS= Anger Management Skill Score

Table 4

CONTENT ANALYSIS OF DAYTIME TELEVISION DRAMAS

CHARACTERISTICS OF ANGRY PERSON

NUMBERS REPRESENT PERCENTAGE OF EPISODES OF ANGER IN EACH SHOW WHERE: PROGRAM	SEX IS MALE	AGE IS ADULT	RACE IS WHITE	CHARACTER IS ELDERLY	CHARACTER IS A HERO (NOT VILLAIN)	THE CHARACTER IS LIKEABLE
High AMSS:*						
One Life to Live - ABC	42	100	100	0	58	61
As the World Turns - CBS	39	87	98	2	85	80
Ryan's Hope - ABC	65	96	96	9	85	83
Moderate AMSS:						
Loving - ABC	53	100	95	5	51	51
Search for Tomorrow - NBC	41	100	100	2	63	76
The Guiding Light - CBS	34	100	100	7	71	66
All My Children - ABC	32	100	93	11	77	77
Another World - NBC	67	100	100	0	33	33
Low AMSS:						
General Hospital - ABC	55	94	100	3	76	76
Young and the Restless - CBS	71	100	100	0	100	100
Santa Barbara - NBC	60	100	67	0	60	53
Capitol - CBS	72	100	100	6	57	62
Days of Our Lives - NBC	44	92	100	3	69	69
TOTAL: ALL SHOWS	47	97	97	5	69	69

*AMSS = Anger Management Skill Score

Table 2

CONTENT ANALYSIS OF DAYTIME TELEVISION DRAMAS

NUMBERS REPRESENT PERCENTAGE OF EPISODES OF ANGER IN EACH SHOW THAT ANGRY PERSON: PROGRAM	REACTIONS OF ANGRY PERSON: WAS VERBALLY ABUSIVE	WAS PHYSICALLY ABUSIVE	TAKES ANGER OUT ON SELF	DEVELOPED PHYSICAL SYMPTOMS	COHERENTLY GAVE ACCURATE EXPLANATION OF WHAT ANGERED HIM	WAS SUBJECTED TO CONSIDERABLE STRESS JUST PRIOR TO ANGER DISPLAY
*High AMSS:						
One Life to Live - ABC	13	6	0	0	94	61
As the World Turns - CBS	2	2	2	2	78	41
Ryan's Hope - ABC	22	9	0	4	100	61
Moderate AMSS:						
Loving - ABC	38	15	0	5	73	62
Search for Tomorrow - NBC	0	5	2	0	71	10
The Guiding Light - CBS	7	7	0	0	75	71
All My Children - ABC	14	7	0	2	82	48
Another World - NBC	0	0	0	0	67	50
Low AMSS:						
General Hospital - ABC	25	18	0	0	66	42
Young and the Restless -CBS	43	0	0	14	86	86
Santa Barbara - NBC	13	0	0	0	73	36
Capitol - CBS	33	0	0	0	72	44
Days of Our Lives - NBC	31	17	0	6	64	58
Total: ALL SHOWS	17	8	1	2	77	49

*AMSS = Anger Management Skill Score

Table 6

CONTENT ANALYSIS OF DAYTIME TELEVISION DRAMAS

NUMBERS REPRESENT PERCENTAGE OF EPISODES OF ANGER IN EACH SHOW THAT ANGRY PERSON:	REACTIONS OF ANGRY PERSON					
PROGRAM	DISPLAYED ANGER UNDER INFLUENCE ALCOHOL OR DRUGS	EVIDENCED GUILTY FEELINGS AFTER EXPRESSING ANGER	TOOK OUT ANGER ON INANIMATE OBJECTS	USED ANGER AS COVER-UP FOR MORE PAINFUL EMOTIONS	USED SEXIST OR RACIST OVERTONES	DISPLACED ANGER
High AMSS:*						
One Life to Live - ABC	0	10	0	35	0	23
As the World Turns - CBS	0	2	0	43	2	24
Ryan's Hope - ABC	0	13	9	74	9	30
Moderate AMSS:						
Loving - ABC	0	0	15	60	7	15
Search for Tomorrow - NBC	2	0	2	46	2	15
The Guiding Light - CBS	2	0	10	59	5	30
All My Children - ABC	0	7	7	45	2	20
Another World - NBC	0	33	0	33	0	0
Low AMSS:						
General Hospital - ABC	3	6	6	42	0	9
Young and the Restless - CBS	29	0	14	57	14	14
Santa Barbara - NBC	7	0	0	33	13	0
Capitol - CBS	0	0	6	56	11	11
Days of Our Lives - NBC	0	0	25	53	0	26
TOTAL: ALL SHOWS	2	4	8	50	4	20

*AMSS - Anger Management Skill Score

Table 7

CONTENT ANALYSIS OF DAYTIME TELEVISION DRAMAS

NUMBERS REPRESENT PERCENTAGE OF EPISODES OF ANGER IN EACH SHOW WHERE:

CHARACTERISTICS OF TARGET OF ANGER

PROGRAM	SEX IS MALE	AGE IS ADULT	CHARACTER IS ELDERLY	RACE IS WHITE	TARGET IS LIKEABLE	TARGET IS FAMILY OR HOUSEHOLD MEMBER
High AMSS:*						
One Life to Live - ABC	60	100	5	96	57	10
As the World Turns - CBS	49	93	4	98	69	68
Ryan's Hope - ABC	83	100	22	100	61	57
Moderate AMSS:						
Loving - ABC	56	100	5	100	96	41
Search for Tomorrow - NBC	59	91	0	100	56	57
The Guiding Light - CBS	72	97	7	100	74	58
All My Children - ABC	50	100	20	98	60	68
Another World - NBC	67	100	0	50	67	55
Low AMSS:						
General Hospital - ABC	64	94	9	100	75	45
Young and the Restless - CBS	14	100	0	100	14	71
Santa Barbara - NBC	67	100	0	67	40	47
Capitol - CBS	61	94	12	100	60	65
Days of Our Lives - NBC	51	88	0	100	59	15
TOTAL: ALL SHOWS	57	96	8	94	58	40

*AMSS - Anger Management Skill Score

Table 9

CONTENT ANALYSIS OF DAYTIME TELEVISION DRAMAS

REACTIONS OF TARGET TO ANGRY PERSON

NUMBERS REPRESENT PERCENTAGE OF EPISODES OF ANGER IN EACH SHOW WHERE: PROGRAM	TARGET EVENTUALLY BECAME ANGRY AS WELL	TARGET WAS OPEN TO ANGRY PERSON'S POINT OF VIEW
High AMSS:*		
One Life to Live - ABC	50	45
As the World Turns - CBS	27	51
Ryan's Hope - ABC	43	39
Moderate AMSS:		
Loving - ABC	53	47
Search for Tomorrow - NBC	46	39
The Guiding Light - CBS	38	51
All My Children - ABC	48	50
Another World - NBC	67	33
Low AMSS:		
General Hospital - ABC	45	27
Young and the Restless - CBS	14	14
Santa Barbara - NBC	47	15
Capitol - CBS	76	55
Days of Our Lives - NBC	47	21
TOTAL: All SHOWS	44	32

*AMSS - Anger Management Skill Score

Table 9

CONTENT ANALYSIS OF DAYTIME TELEVISION DRAMAS

ANGER MANAGEMENT SKILLS

NUMBERS REPRESENT PERCENTAGE OF EPISODES OF ANGER IN EACH SHOW WHERE SOMEONE: PROGRAM	LISTENED TO ANGRY PERSON	PAID ATTENTION TO ANGRY PERSON BY MAKING EYE CONTACT	PAID ATTENTION TO ANGRY PERSON BY NODDING HEAD	PAID ATTENTION TO ANGRY PERSON BY TOUCHING	PAID ATTENTION TO ANGRY PERSON BY PARAPHRASING WHAT HE/SHE SAID	PROVIDED ANGRY PERSON INFORMATION ABOUT CIRCUMSTANCES BEFORE ANGER ESCALATED
High AMSS:*						
One Life to Live - ABC	83	100	27	13	30	50
As the World Turns - CBS	91	91	7	17	2	17
Ryan's Hope - ABC	78	100	9	13	0	26
Moderate AMSS:						
Loving - ABC	77	92	26	10	0	38
Search for Tomorrow - NBC	100	95	5	18	12	56
The Guiding Light - CBS	80	85	7	25	3	22
All My Children - ABC	68	95	7	23	2	16
Another World - NBC	50	67	33	67	0	67
Low AMSS:						
General Hospital - ABC	61	85	3	15	9	30
Young and the Restless - CBS	100	86	14	14	0	0
Santa Barbara - NBC	64	87	7	13	7	27
Capitol - CBS	71	76	59	12	6	6
Days of Our Lives - NBC	68	98	3	0	0	21
TOTAL: ALL SHOWS	76	89	14	15	6	28

*AMSS = Anger Management Skill Score

Table 10

CONTENT ANALYSIS OF DAYTIME TELEVISION DRAMAS

NUMBERS REPRESENT PERCENTAGE OF EPISODES OF ANGER IN EACH SHOW WHERE:	ANGER MANAGEMENT SKILLS						
PROGRAM	SOMEONE PROVIDED DISTRACTION OR PLEASING MESSAGE	ANGRY PERSON FOUND HUMOR IN SITUATION	TARGET USED HUMOR TO CALM ANGRY PERSON	ANGRY PERSON SHOWED RESPECT FOR TARGET	TARGET SHOWED RESPECT FOR ANGRY PERSON	TARGET SHOWED EMPATHY FOR ANGRY PERSON	FEELINGS OF LOVE & ANGER INTEGRATED
High AMSS:*							
One Life to Live - ABC	39	3	3	57	57	40	25
As the World Turns - CBS	46	5	7	43	75	29	9
Ryan's Hope - ABC	22	0	0	52	57	35	35
Moderate AMSS:							
Loving - ABC	18	0	0	33	71	33	8
Search for Tomorrow - NBC	38	3	7	41	54	24	15
The Guiding Light - CBS	27	3	3	45	55	33	5
All My Children - ABC	32	5	2	31	49	15	31
Another World - NBC	0	0	0	0	33	33	33
Low AMSS:							
General Hospital - ABC	19	3	0	18	48	30	3
Young and the Restless - CBS	29	0	0	14	33	14	0
Santa Barbara - NBC	33	0	0	33	33	33	20
Capitol - CBS	6	0	6	28	28	22	22
Days of Our Lives - NBC	29	12	6	21	47	18	9
TOTAL: ALL SHOWS	29	7	5	34	84	27	15

*AMSS = Anger Management Skill Score

Table 11

CONTENT ANALYSIS OF DAYTIME TELEVISION DRAMAS

NUMBERS REPRESENT PERCENTAGE OF EPISODES OF ANGER IN EACH SHOW THAT:	ANGER MANAGEMENT SKILLS					
	THE ANGRY PERSON DIRECTED ANGER TO OBJECT, IDEA, OR BEHAVIOR RATHER THAN A PERSON	THE ANGRY PERSON USED SELF INSTRUCTION TO MANAGE ANGER	THE ANGRY PERSON SEPARATED PAST FROM PRESENT FEELINGS	THE ANGRY PERSON NOTICED OR MENTIONED BODY REACTIONS TO ANGER	PARENTS TEACH CHILDREN WORDS TO DESCRIBE ANGER	PARENTS TEACH EMPATHY
High AMSS*						
One Life to Live - ABC	27	5	58	6	0	0
As the World Turns - CBS	22	0	67	22	0	0
Ryan's Hope - ABC	26	0	78	13	0	4
Moderate AMSS:						
Loving - ABC	5	0	64	44	5	0
Search for Tomorrow - NBC	17	0	83	0	2	0
The Guiding Light - CBS	35	0	70	5	0	5
All My Children - ABC	18	0	73	9	0	2
Another World - NBC	0	0	67	0	0	0
Low AMSS:						
General Hospital - ABC	9	0	64	27	0	0
Young and the Restless - CBS	14	0	100	14	0	0
Santa Barbara - NBC	0	0	60	0	0	0
Capitol - CBS	11	0	22	0	0	0
Days of Our Lives - NBC	21	0	59	6	0	0
TOTAL : ALL SHOWS	18	1	66	14	1	1

*AMSS = Anger Management Skill Score

Table 12

CONTENT ANALYSIS OF DAYTIME TELEVISION DRAMAS

OUTCOMES OF ANGER

NUMBERS REPRESENT PERCENTAGE OF
EPISODES OF ANGER IN EACH SHOW WHERE:

PROGRAM	CHARACTERS ENGAGED IN PROBLEM SOLVING AND TRIED TO REACH A SOLUTION	SITUATION DETERIORATED	SITUATION IMPROVED
High AMSS:			
One Life to Live - ABC	42	25	58
As the World Turns - NBC	7	90	45
Ryan's Hope - ABC	17	92	15
Moderate AMSS:			
Loving - ABC	26	49	21
Search for Tomorrow - NBC	10	10	22
The Guiding Light - CBS	25	55	28
All My Children - ABC	30	58	55
Another World - NBC	33	0	67
Low AMSS:			
General Hospital - ABC	21	52	27
Young and the Restless - CBS	14	45	14
Santa Barbara - NBC	7	55	7
Capitol - CBS	6	41	28
Days of Our Lives - NBC	24	44	52
TOTAL: ALL SHOWS	20	52	90

*AMSS = Anger Management Skill Score

Table 13

CONTENT ANALYSIS OF DAYTIME TELEVISION DRAMA

PERCENTAGE OF EPISODES IN WHICH ANGER MANAGEMENT WAS:		GOOD	FAIR	POOR
HIGH AMSS				
One Life to Live	ABC	20	53	27
As the World Turns	CBS	22	39	39
Ryan's Hope	ABC	30	40	30
MODERATE AMSS				
Loving	ABC	32	24	44
Search for Tomorrow	NBC	8	59	33
Guiding Light	CBS	24	22	54
All My Children	ABC	21	17	62
Another World	NBC	67	0	33
LOW AMSS				
General Hospital	ABC	12	27	61
Young and the Restless	CBS	14	29	57
Santa Barbara	NBC	13	27	60
Capitol	CBS	12	41	47
Days of Our Lives	NBC	17	31	52
TOTALS: ALL SHOWS		20	34	46

Table 14

ANGER MANAGEMENT SKILL SCORES (AMSS) ON THE DAYTIME DRAMAS

MALES vs. FEMALES

Program	AMSS: Angry Person		AMSS: Target		AMSS: Others	
	Male	Female	Male	Female	Male	Female
One Life to Live	220	270	120	150	280	360
As the World Turns	240	250	130	140	260	280
Ryan's Hope	300	310	140	110	260	240
Loving	200	250	130	170	260	260
Search for Tomorrow	210	250	100	100	310	320
Guiding Light	220	240	140	110	270	250
All My Children	190	290	60	110	220	260
Another World	150	200	0	300	200	400
General Hospital	170	210	110	110	220	220
Young and the Restless	240	200	40	100	260	200
Santa Barbara	130	270	60	120	220	250
Capitol	180	80	120	20	250	160
Days of Our Lives	190	180	110	70	210	190

Table 15

HIGH SCORING
ANGER MANAGEMENT SKILL ITEMS

PROGRAMS	ITEMS				
HIGH AMSS					
One Life to Live	Did someone provide a distraction or pleasing message to reduce an angry response?	Did anyone pay attention by making eye contact?	Do you think that anger was used as a cover-up for more painful emotions?	Did the characters engage in problem solving and try to reach a solution?	
As the World Turns	Did the target show respect for the angry person?				
Ryan's Hope	Did the angry person show respect for the target?	Were feelings of anger integrated with feelings of love?	Did the target show empathy for the angry person?	Did anyone pay attention by making eye contact?	Did the angry person coherently give an accurate explanation of what angered him?
MODERATE AMSS					
Loving	Was the target open to the other person's point of view?				
Search for Tomorrow	Did anyone listen to the angry person?				
Guiding Light	Did anyone pay attention by paraphrasing what the angry person was saying?				
All My Children					
Another World	Did anyone pay attention by touching?	Was the angry person provided some information about the circumstances before his anger escalated?			
LOW AMSS					
Young & the Restless	Did anyone listen to the angry person?	When the angry person displayed his anger was he under the influence of alcohol or drugs?	Was anger expressed with sexist or racist overtones?	Did the situation deteriorate after the expression of anger?	
General Hospital	Did anyone listen to the angry person?	Was the angry person physically abusive?			
Santa Barbara	Did anyone listen to the angry person?	Was the angry person verbally abusive?	Was anger expressed with sexist or racist overtones?	Did the situation deteriorate after the expression of anger?	
Capital	Did anyone listen to the angry person?	Did the situation deteriorate after the expression of anger?			
Days of Our Lives	Did anyone listen to the angry person?	Was the angry person physically abusive?	Did the angry person take his anger out on inanimate objects?	Did the situation deteriorate after the expression of anger	